

# PATIENT INFORMATION GUIDE



**EVANS ARMY COMMUNITY HOSPITAL**





**W**elcome to Evans Army Community Hospital, the community hospital and health center for the total military family at Fort Carson and neighboring communities. We are proud of our staff and volunteers, our facilities and our success in providing high quality health and wellness services to our patients, especially the Soldiers of Fort Carson and their families.

**T**his patient information guide has been prepared as a helpful guide to our services and facilities. It begins with an introduction to our history and to your rights and responsibilities as a welcome patient in our hospital and clinics. It then describes, by clinic and service, the many ways we are striving to keep you healthy or to manage problems should our preventive measures fail.

**W**e invite you to become familiar with your TRICARE health care options and to select the TRICARE Prime option. With your enrollment in TRICARE Prime, we can offer you priority access to care as well as a full range of wellness and preventive services. We invite you to our conveniently located primary care clinics - Family Practice, Internal Medicine or Pediatrics - as your personal and your family's Primary Care Manager (PCM). During acute illness, we provide same-day scheduled appointments with PCMs. Our fully staffed Emergency Department stands ready to handle life and limb-saving services during emergency situations.

**M**y staff and I are here to care for you, your family, and to provide you with the highest quality health care in the most acceptable fashion possible. Please let us know how we can best serve you through any of our staff or the Patient Representative (526-7225 or 526-7256/7532).

**Commander  
MEDDAC, Fort Carson  
Evans Army Community Hospital**

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# Did you know?

Evans Army Community Hospital is a not-for-profit community hospital that has been meeting the health care needs of Department of Defense beneficiaries in the Pikes Peak region since 1942. Evans Army Community Hospital offers comprehensive inpatient and outpatient services in a tobacco free and latex free environment.

Our staff includes some of the area's most respected physicians. We continually introduce new programs and technologies and our hospital consistently receives high ratings from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

If you or a loved one has ever been a patient at Evans Army Community Hospital, you are already familiar with our courteous, knowledgeable staff and our pleasant, well-designed facility. Most importantly, your know our highly trained physicians, nurses and other health care professionals deliver the finest medical care.

## MEDICAL SERVICES AND PROGRAMS

- ◆ Emergency services
- ◆ Behavioral Health
- ◆ Well Women's Health
- ◆ Critical care services
- ◆ OB/GYN
- ◆ Surgical services
- ◆ Pharmacy Services
- ◆ Gastroenterology services
- ◆ Podiatry Services
- ◆ Physical Therapy
- ◆ Dermatology services
- ◆ Dietary services
- ◆ Adolescent Health
- ◆ Radiology
- ◆ Laboratory
- ◆ Health & Wellness Center
- ◆ Internal Medicine
- ◆ Pediatrics
- ◆ Family Practice
- ◆ EENT Services
- ◆ Chiropractic services
- ◆ Orthopedic services
- ◆ Occupational Health
- ◆ Occupational Therapy
- ◆ Preventive Medicine
- ◆ Urology services



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## During your stay

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### YOUR HEALTH CARE TEAM

Your physician, nurse midwife, nurse practitioner, physician's assistant, and licensed independent practitioner, or has primary responsibility for your treatment while you are here as a patient. All tests, medications, treatments and consultations with other specialists and the hospital's staff are ordered by your provider.

A staff of professional nurses works with your physician to plan and provide your nursing care. In addition to your physicians and nurses, many other health care specialists such as technicians, therapists, pharmacists, dietitians, case managers and other professional staff will participate in your individual care plan. Additionally, personnel in areas such as purchasing, environmental services and engineering are busy behind the scenes working for your comfort and safety.

Hospital volunteers are also here to help make your stay more pleasant. Their activities include staffing the various clinic and information desks, library/craft cart, and many other posts throughout the hospital.

### PATIENT RIGHTS

While you are a patient at our hospital, we want you to know what to expect from us and what we can do to help you and your family.

**As a patient and/or surrogate decision maker, you are entitled to the right to:**

- ◆ considerate and respectful care based on your cultural, psychosocial, spiritual, personal values, beliefs, and preferences
- ◆ privacy and confidentiality
- ◆ receive care in a clean and safe environment, free from unnecessary restraints
- ◆ be well informed about your health and care
- ◆ participate in your care plan
- ◆ consent to or decline treatment
- ◆ information in the language you understand or to have information interpreted
- ◆ know the names and experience level of those providing your care
- ◆ make informed decisions based on information provided regarding risk, benefits & alternatives
- ◆ appropriate assessment and management of pain
- ◆ pastoral and other spiritual services
- ◆ be involved in resolving dilemmas about care, treatment, and services
- ◆ consent to or decline participation in research studies
- ◆ have medical records maintained in confidence
- ◆ access information in your medical records
- ◆ contact the patient representative
- ◆ file a grievance with appropriate state agency
- ◆ an explanation of the recuperative period
- ◆ choose your post hospital care provider
- ◆ receive hospital services without discrimination as prohibited by applicable law
- ◆ be informed prior to the initiations of general billing procedures

### PATIENT RESPONSIBILITIES

**As a patient your responsibilities include:**

- ◆ Providing information about your health, including past illnesses, hospital stays and use of medicine
- ◆ Inform staff when translation or translator is needed
- ◆ Asking questions when you do not understand information or instructions regarding care or services
- ◆ Telling your physician if you believe you cannot follow through with your plan or care or course of services
- ◆ Accept consequences for outcomes when choosing to not follow plan or care or services
- ◆ Being considerate of the needs and property of other patients, staff and the hospital
- ◆ Follow the hospital's rules and regulations



## YOUR HEALTH CARE TEAM

Your physician, nurse midwife, nurse practitioner, licensed independent practitioner, or physician's assistant has primary responsibility for your treatment while you are here as a patient. All tests, medications, treatments and consultations with other specialists and the hospital's staff are ordered by your provider.

## CONCERN/SUGGESTION PROCEDURE

The Hospital has a process to address complaints. All of the hospital staff are accountable as well as empowered to listen to your comments and take the necessary steps to resolve any issues you may have. We encourage you to speak to members of your health care team or their supervisor about any issues you may have. A patient representative can be reached by dialing 526-7256.

## RIGHTS AND SERVICES FOR THE DISABLED

Evans Army Community Hospital continually strives to meet the requirements of the Americans with Disabilities Act (ADA) regarding the rights of all disabled individuals. If you or a visitor encounter any physical or communication barrier in the hospital or believe you have been denied access because of your disability please call 526-7225. The hospital can provide you with assistive devices including:

- ◆ Auditory listening materials
- ◆ Phone amplifiers on all telephones

Tell your nurse if you need assistive devices or services.

## PATIENT CONFIDENTIALITY AND RELEASE OF INFORMATION

In order to comply with the Health Insurance Portability & Accountability Act (HIPAA) and out of respect for our patients and their families, release of information is very limited. Family and friends may obtain limited information by calling the Admission's Office desk at 526-7287. Calls from family and friends may be transferred to your unit. We advise patients to provide friends and family members their room number and unit name, thus allowing the operator to transfer calls directly to you. You may receive flowers and or mail during hospitalization. Notice of privacy protection is available in all outpatient clinical areas. A HIPAA Compliance Specialist may be reached at 526-7540.

## STANDARD PRECAUTIONS

Evans Army Community Hospital follows the guidelines established by the Centers for Disease Control (CDC) and the Occupational Health and Safety Administration (OSHA) to prevent the possible transmission of communicable diseases, including hepatitis B, hepatitis C, and HIV. These guidelines are known as "standard precautions." This means the hospital takes certain precautions when treating all patients to prevent the possible spread of these diseases. To prevent the spread of these illnesses, health care workers wear gloves, goggles and gowns when there is the possibility of contact with blood or body fluids.

## PREVENTING INFECTIONS IN THE HOSPITAL

- ◆ **What you as a patient can do....**
- ◆ *Infections can occur after many types of medical procedures. This is particularly true if you are having surgery. There are several things you can do to help protect yourself from infections in the hospital.*
- ◆ **Planning ahead for surgery (if applicable)...**
- ◆ Don't be afraid to ask questions about your care so that you may fully understand your treatment plan and expected outcomes. You and your family/friends will be able to better facilitate your recovery.
- ◆ If you have diabetes, be sure that you and your doctor discuss the best way to control your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infection noticeably.
- ◆ If you are overweight, losing weight will reduce the risk of infection following surgery.
- ◆ If you are a smoker, you should consider a smoking cessation program. This will reduce the chance of developing a lung infection while in the hospital and may also improve your healing abilities following surgery.
- ◆ **While in the hospital following surgery...**
- ◆ Wash your hands carefully after handling any type of soiled material. This is especially important after you have gone to the bathroom.

- ◆ Since you are part of your healthcare team, ask doctors and nurses if they have washed their hands before working with you.
- ◆ If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if you notice any of the following: a loose or wet dressing, pain, redness, or swelling.
- ◆ Likewise, if you have a dressing on a wound, let your nurse know promptly if it works loose or gets wet.
- ◆ If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.
- ◆ Carefully follow your doctor's instructions regarding breathing treatments and getting out of bed. Don't be afraid to ask for help, advice, or sufficient pain medications.
- ◆ If possible, ask your friends and relatives not to visit if they themselves feel ill.

## **SAFETY**

- ◆ While in bed, we suggest you keep the top two side rails raised to prevent rolling out while asleep or sedated and to help you get out of bed. The side rails are for your protection because hospital beds are generally higher than beds at home. Do not try to lower or climb over your bed rails.
- ◆ If at any time you have a concern about your safety, please notify your nurse.
- ◆ Check with your nurse before using any electrical appliances. Only appliances with three-pronged plugs may be used in patient areas.
- ◆ As part of the hospital's safety program, regular fire drills and tests of our alarm system are conducted. When the fire alarm system is activated, some doors will close automatically. In the event of an actual emergency, directions and assistance will be provided.
- ◆ Children visiting their family and friends must be closely supervised by their parent or guardian at all times.
- ◆ Only children with scheduled appointments should be brought to outpatient clinics. Please call ahead to the individual clinic area for exceptions to this policy.

## **TIPS TO AVOID A FALL DURING YOUR STAY**

Illness and/or medicines can affect your ability to move and can put you at risk for falls. To avoid a fall while in the hospital, please follow these suggestions from our nursing staff.

### **ALWAYS:**

- ◆ Wear loose fitting, non-skid footwear and walk slowly.
- ◆ Wear your eyeglasses.
- ◆ Use your cane, walker or other personal assistive devices.
- ◆ Plan regular trips to the toilet to avoid the need to rush.
- ◆ Ask for help getting out of bed if you feel weak, dizzy or light-headed.
- ◆ Ask to have your bedside table, telephone, and call bell/light within your reach.
- ◆ Use the call light in the bathroom if you need help getting back to bed.
- ◆ Call the nursing staff if there is a spill on the floor.
- ◆ Keep the night light turned on in your room.

Remember: We are here to help you and we are only a call away.



## **PERSONAL PROPERTY AND MEDICATIONS**

Please do not keep any unnecessary personal belongings here during your hospitalization. When not in use, store dentures, eyeglasses and hearing aids in the tray of your bedside table. Never place these items on your food tray or wrap them in napkins or paper towels. To avoid accidental disposal, dentures should be placed in a labeled denture cup. If you must have cash, jewelry or other valuables, your nurse can arrange to have them locked in the hospital safe in the Treasury office. The hospital cannot be responsible for belongings not stored in the safe.

## **LOST AND FOUND**

To report a lost or found item, advise your nurse or call Security at ext. 6-7655.

## SECURITY

In the interest of personal safety all exterior public building entrances are locked when visiting hours end. Entrances are secured starting at 2000 until 0545. To request entry to the hospital after hours, check in with AOD located in the Emergency Department lobby.

## FIREARMS AND WEAPONS

Firearms and weapons, including those regulated or authorized by a permit are prohibited. Only personnel performing law enforcement or security duties may carry firearms within the facility. Such personnel are authorized firearms only when on duty and in connection with official duty.

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## YOUR ACCOMMODATIONS

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### ROOM ASSIGNMENT

Most of the rooms at Evans Army Community Hospital are semiprivate (two beds), although we do have a limited number of private rooms, and four bed rooms. While every effort will be made to arrange for your preference, private rooms are assigned as patient's conditions warrant and on a first-come, first-served basis. A request for a private room should be made through your nurse.

### TELEPHONE INSTRUCTIONS

Local telephone services are provided for each patient at no charge. The number is listed on the telephone. Family members or friends can call you directly if you have provided them your phone number. To help ensure a patient's rest, incoming calls to patient rooms are restricted from 2100 until 0730. To place **local calls**, dial 99; then dial the desired phone number.

### CELL PHONES

Because cell phone frequencies may interfere with hospital monitoring equipment, please limit cell phone use within the hospital.



### TELEVISION—YOUR CABLE SELECTION

3 FOX	22 New Born Channel	40 WEATHER CH	57 GAC
4 WB	23 New Born SPAN	41 CMT	58 SOAP
5 NBC	24 ESPN2	42 USA	59 DISNEY
6 WGN	25 ESPN	43 E!	60 NICK
8 PBS	26 LIFE TIME	44 HIST	61 TBS
9 GOVACC	27 CNN HLN	45 COMEDY	62 TNT
10 GOVACC	28 A&E	46 TLC	65 HALMRK
11 CBS	29 DSC	47 BRAVO	66 COURT
12 HSN	30 SPIKE TV	48 APL	67 FOX NC
13 ABC	31 CNN	49 HGTV	68 TRAVEL
14 QVC	32 CNBC	50 TCM	69 NGC
15 UPN	33 BET	51 TVLAND	70 FX
16 INSP	34 UNI	52 SPEED	71 GOLF
17 KMAS	35 TOON	53 G4 Tech TV	72 GAME
18 TBN	36 VH1	54 WE	73 FSN
19 PIN	37 AMC	55 FOOD	74 MSNBC
20 C-SPAN	38 SCI-FI	56 MTV	77 EVANS CH
21 ED CH	39 ABC FAM		

### PATIENT EDUCATION

The Lane Medical Library offers a variety of health related videos and educational reading materials for patients and family members. Library hours are Monday through Friday from 0800-1600. A variety of health topics and newborn care programs are also available on closed-circuit television offered on the hospital's cable network. These programs augment what nurses teach patients on a one-to-one basis. We also have a Patient Education page on our website with a very broad choice of information resources. Ask your nurse for more information.



## **PATIENT DINING**

At EACH, we offer a restaurant style dining experience for our patients, which is similar to ordering hotel room service. Our Nutrition Care Division is committed to providing you with high quality meals of your choice, in a timely manner, at the appropriate temperature and delivered by one of our personable nutrition care employees. Menus are available at your bedside and include a variety of healthful food choices. In addition to the usual fare, we offer a special entrée, vegetable, and soup of the day. Order call-in hours are 0600-0700 for the breakfast meal; 1000-1130 for lunch; and 1530-1630 for dinner. Meals are served at 0700-0800 (breakfast), 1150-1245 (lunch), 1630-1730 (dinner). Simply call 526-7222 from your bedside phone and place your meal order with one of our experienced dietetic technicians. You may order one meal at a time or up to three meals in a row. Your doctor may prescribe a special diet for you, which may limit your menu choices. Our dietetic technicians will assist you with menu selections to ensure that your personal, cultural, and religious needs are met. Always check with your nurse before eating anything brought from outside the hospital to ensure it won't interfere with any tests that are planned. We hope you will enjoy your hospital dining experience. Let us know if there is anything else we can do to increase your satisfaction with our hospital dining.

## **VISITOR FOOD SERVICE**

The hospital dining facility, located on the first floor west is open to patients, visitors and staff and provides a full range of meals. The hours are 0600-0830 (breakfast), 1100-1400 (lunch), and 1600-1730 (dinner) on weekdays. Holiday and weekend hours are 0630-0800 (breakfast), 1130-1300 (lunch), and 1600-1730 (dinner). A food cart, located on the second floor walkway, is available Monday–Friday from 0700-1300 (breakfast and lunch items). Vending machines with soft drinks and snacks also are available outside the dining facility.

## **FOOD AND SAFETY GUIDELINES**

The hospital's Food Services Department prepares meals for patients under strict sanitary conditions to insure food served to patients is safe. We will strive to accommodate your individual diet preferences with food prepared by the Food Services Department. If you feel your dietary needs are not being met, you can always ask to speak with a dietitian.

Bringing in food from outside the hospital is highly discouraged because many patients are on special diets and foods from outside the hospital may not be appropriate for some diets. Also, patients in the hospital are more likely to become sick from bacteria in food that does not affect a healthy person.

## **MAIL**

Our mail staff will personally deliver your mail to your bedside. Our Mail and Distribution phone number is 576-7216.

## **NEWSPAPERS**

Newspapers are available from the vending machine outside the main hospital entrance.

## **GIFT SHOP— THE CORNUCOPIA**

Located near the west entrance is the Cornucopia, our candy and gift shop. The gift shop has plants and flowers available for purchase. The hours of operations are Monday–Friday; 0700 to 1500. Closed on weekends. Phone number is 576-3875.

## **PX – AAFES**

We have a small PX located just outside of the Dining Facility. The PX has magazines, books, DVDs and CDs available for purchase. Hours of operation are Monday–Friday; 0900–1400. Closed on weekends. Phone number is 579-9695.

## **COFFEE SHOP/CART**

Freedom Grounds Coffee Shop offers a wide variety of hot and cold flavored beverages. The coffee shop is located in the central mall area near the Red Cross Office. Hours of operation are Monday–Friday; 0630-1100. Closed on weekends.

## **BEAUTY AND BARBER SHOP**

The Beauty and Barber Shop is located in the central mall area commons. The Beauty/Barber shop offers a full line of unisex hair salon services. It also specializes in ethnic hair styling. Hours of operations Monday– Friday; 0900-1700. Closed on the weekends. Phone number is 540-0462.

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## SPECIALIZED SUPPORT SERVICES

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### INTERPRETIVE SERVICES

Interpretive services for sign language and for foreign languages are available at no cost and can be arranged through the Patient Representative's Office at 526-7225.

### NOTARY SERVICES

During regular weekday office hours, the services of a notary public are available to patients. To be directed to a notary public, call the Admission's Office at 526-7287/7288.

### LIBRARY CART

The library/craft cart is a lending library that provides patients with a wide choice of reading materials and small craft items. Volunteers operating the cart make rounds on Tuesdays and Thursdays.

### SPIRITUAL CARE

Chaplains are available to all patients and their families in need of spiritual care, counseling and pastoral visitation. Chaplains try to make routine pastoral visits to all patients both to introduce the availability of spiritual care and to determine if there are any spiritual or emotional needs with which they can assist. Our chaplains are trained in special hospital ministry and are a vital part of our health care team. Communion and anointing are available upon request. The chaplain can be reached at 526-7386/7412 or through the hospital operator (526-7000). For emergencies, chaplains (Catholic and Protestant) are available 24 hours a day, 7 days a week. We have a Catholic Priest contracted for ministry available M-W-F and Sundays. Healer Chapel is located on the first floor of the hospital near Patient Administration (admitting). As a part of the chapel, a "Blessed Sacrament Chapel," is located off the left side of the main chapel. Either chapel is available for quiet moments, prayer and meditation – open 24 hours a day. A Prayer Box is located in the rear of the main chapel, and prayer requests can be made at any time – cards are removed daily and shared with the ministry team.

Worship services are offered regularly every week:

Catholic Mass M-W-F at 1200 and Sunday at 1100

Protestant Services are Sunday at 0900

A "Quiet Place," bereavement room is located on the second floor to the left of the crossover bridge from the clinic side. This room is specially designed for those in grief, either over the loss of a loved one, or having received difficult news. Keys for the "Quiet Place," are available from the Administrative Officer on Duty (AOD) and certain departments (Labor and Delivery, ER, ICU, and the Chaplain's Office). The room contains a phone, literature, etc. Counseling and guidance is available during the duty day in the Department of Ministry and Pastoral Care offices, located next to the Chapel on the first floor. If you are unable to come to the office, a chaplain can visit you in your room or talk to you on the telephone. After duty hours the Post "on-Call," chaplain is available through the Post EOC 526-3400. Religious and "Self Help," literature is available outside the chapel doors, and is free for the taking. Bibles are available in every patient room for your use, or you may request a copy from the Chaplain's Office. Other "Books of Faith," (Islam, Jewish, etc.) are also available upon request.

**Religious Freedom:** Under the United States Constitution and Title 10, USC., you have the right of religious freedom. Each patient has a right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. The right to ask for a chaplain visit, prayer, anointing, etc. The right to have your own religious leader (i.e. pastor, rabbi, etc.) contacted to visit you. The chapel facilities for prayer and meditation (open 24/7) are located on the first floor east side.

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## YOUR HEALTH CARE DECISIONS

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As a legally competent adult, you have the right to be involved in decisions about your care. Your physician will provide an explanation of your illness, treatment options and the possible outcomes. He or she will answer your questions and make recommendations regarding your medical treatment. We encourage you to discuss your condition and your choices for treatment with your family or others who are close to you.

### ADVANCE DIRECTIVES

You may have heard the term "Living Will" and have specific preferences about the type of medical care you would want if you were terminally ill or suddenly incapacitated. Some of the issues to consider are life support measures, resuscitation efforts, nourishment procedures and other matters. Federal law requires that you are informed of your right to make these decisions, and therefore, at the time of admission you will be given information that will explain the concept of advance directives. The three kinds of advance medical directives recognized in Colorado are as follows:

- ◆ Living Will a document you sign telling your physician not to use artificial life support measures if you become terminally ill.
- ◆ Medical Durable Power of Attorney—a person you name who will make decisions for you if you become unable to make them.
- ◆ CPR (Cardiopulmonary Resuscitation) Directive—an order that allows you to refuse resuscitation if you stop breathing on your own or if your heart stops.

It is not necessary for you to have any advance directives in order for you to receive care and treatment. For more information about, or to obtain an advance directive, please contact the Fort Carson Legal Assistance Office at 526-0490/5572.

## ETHICS CONSULTATION

Many of today's health care decisions are very complex. They deal with questions of life and death and the quality of life. Such decisions may be complicated if the patient is not able to make his or her wishes known at the time decisions must be made. Family members who have responsibility for such decisions may be confused about the effects of their decisions. The hospital's Ethics Committee provides consultation services to help a patient or family deal with such concerns. This team assists patients, families and hospital staff in talking about an appropriate plan of care. The role of the Ethics Committee is advisory only, the team does not judge or make decisions. None of the parties involved are bound by the suggestions or opinions discussed at the Ethics consultation meeting. The consultation is intended to help clarify issues for those involved and to help them move on in making decisions. Anyone directly involved with a patient can seek a consultation on the patient's behalf. This includes the patient, family members, physicians, the nurses caring for the patient and other members of the patient's health care team. You may contact a member of the hospital's Ethics Consult Team, by dialing the Patient Representative Officer at 526-7225 or the Chaplains Office at 526-7386.

## FOR YOUR VISITORS

### OUR LOCATION & PARKING

Evans Army Community Hospital is located at 1650 Cochrane Circle (building 7500) on the south side of Fort Carson. The easiest way to drive to the hospital is to enter through Gate 5 on the west side of post on Highway 115, which is up the hill (heading south) from Gate 1. As you drive on post you will see a large orange brick hospital to your right. Patient parking is located on the west (mountain side) of the hospital. Expectant mothers and disabled parking is located on the east and west sides of the hospital adjacent to the building (proper indicators required).



### VISITING HOURS

General visiting hours are 1100 to 2000 everyday. However, please check with your nurse as hours can vary depending on your medical unit. In consideration of other patients, visitors may be limited to two visitors in the patient's room. If you do not feel up to having company, ask the nurses to restrict your visitors.

## DISCHARGE ARRANGEMENTS

Your physician will determine your discharge date and will write a discharge order. Your physician or nurse may request case management services during your stay and for your discharge. You and/or your family also may contact the Case Management Department at 524-4043 to request help arranging post-hospital services. When you are ready to leave the hospital, you will be accompanied to the lobby by a staff member.

## FINANCIAL AND INSURANCE INFORMATION

If you have hospitalization insurance, please bring your identification cards with you at time of registration. As a courtesy, the hospital will bill your insurance company for you. You may be asked to pay any subsistence fee, if applicable, at the time of discharge. Payments may be paid at the Treasurer's Office on the first floor. Hours for the Treasurer's Office are Monday—Friday from 0700 to 1530. After hour and weekends, please call the Treasurer's Office the next business day at 526-7769.

## TRICARE INFORMATION

Evans Army Community Hospital is located in the TRICARE West Region or Region 19. TriWest Healthcare Alliance ([www.TriWest.com](http://www.TriWest.com)) is the TRICARE Contractor for the West Region. If you are moving to Ft. Carson from another region and plan to continue to use TRICARE Prime as your health care benefit, you must change your TRICARE enrollment. This is known as "portability." When you are able to give TriWest your local address and phone number, you can then change your enrollment to Ft. Carson / West Region. The changes to your enrollment should occur within 30 days of your arrival to Ft. Carson.

TriWest has two TRICARE Service Centers (TSCs) located on Ft. Carson to serve you during regular duty hours. One is within Evans Army Community Hospital in Suite 1309. The other is located in the Ft. Carson Welcome Center, Building 1218, Room 163. Portability can also be done via telephone by calling 1-888-TRIWEST (1-888-874-9378), choosing option #2 and following the voice prompt by stating "enrollment" into the automated telephone answering system. The status of referrals and authorizations is also available by calling 1-888-TRIWEST (1-888-874-9378), choosing option #2 and following the voice prompt by stating "authorizations" into the automated telephone answering system.

Humana Military Healthcare Services is the contractor that will be scheduling military facility appointments for healthcare in the Ft. Carson area. To schedule an appointment call 1-719-457-2273. In addition to calling Humana Military Healthcare Services to schedule an appointment with a military facility PCM, you can use the internet. By registering with: [www.TRICAREonline.com](http://www.TRICAREonline.com) you can access appointments as well.

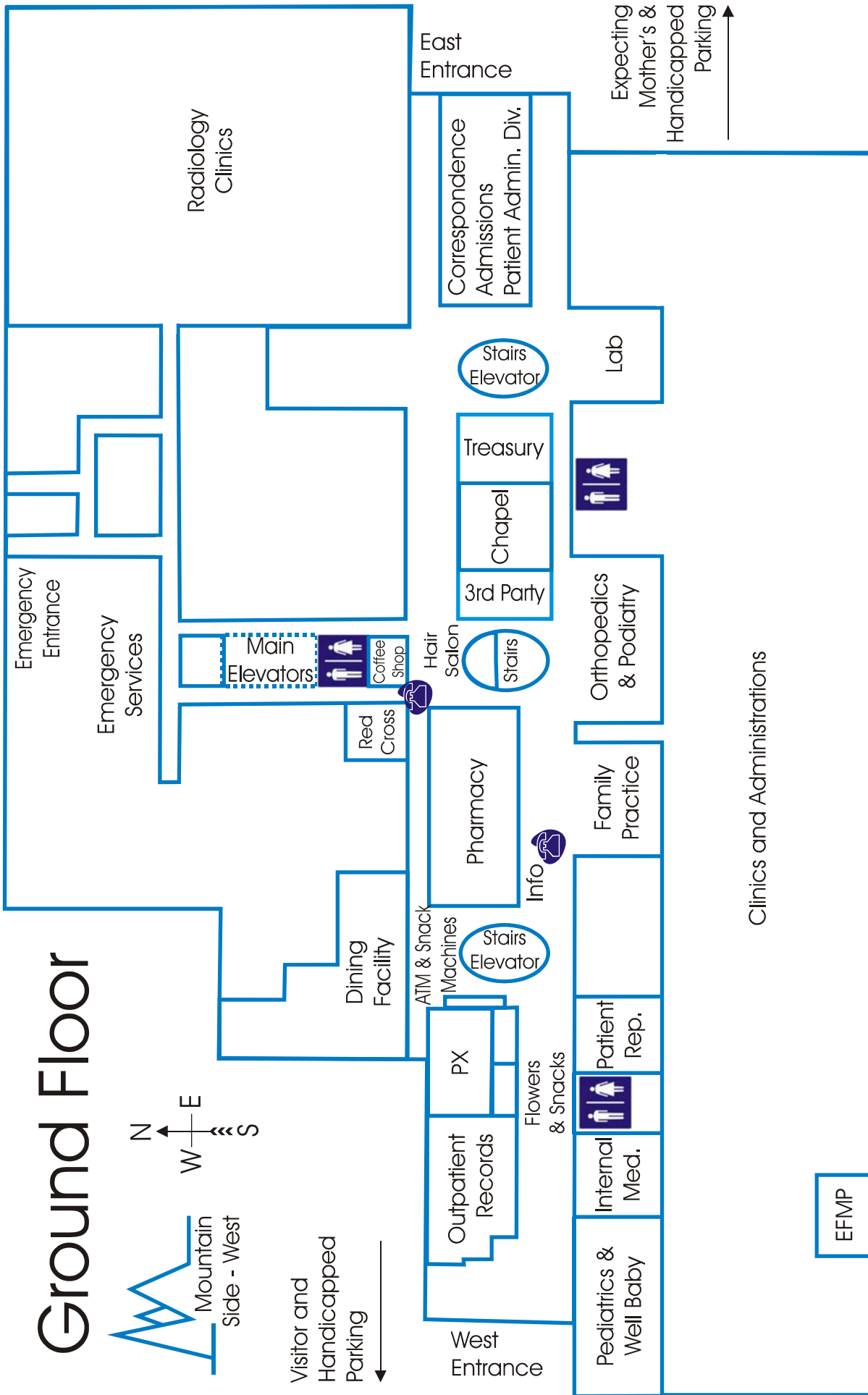
Enrollment of NEWBORN BABIES: Parents have 60 days from the child's birth to have the child enrolled in DEERS and then TRICARE Prime. For the first 60 days of life, the baby is considered TRICARE Prime as long as one parent is enrolled in TRICARE Prime. In order to avoid costly healthcare, parents must obtain their child's birth certificate and Social Security Number as soon as possible. The sponsor must enroll the child in DEERS when they have the documentation by going to the DEERS office (bldg. 1042 O'Connell Blvd., Tel. 526-8423). When the DEERS enrollment is done, the child can then be enrolled in TRICARE Prime. New enrollments are also processed by your local TRICARE Service Center.

Call 1-888-TRIWEST (1-888-874-9378), choosing option #2, for any questions you may have about your healthcare.

## IMPORTANT TELEPHONE NUMBERS

Note: If you are calling from inside the hospital, all phone numbers with the prefix "526" or "524" can omit the "52" in the dial string. For example to call the hospital operator who can provide you with numbers not in this directory, you would call 6-7000.

Admissions & Discharges	526-7287/7288	Dietitian	526-7290	OB/GYN Appointments	526-7172
Adolescent Clinic	526-7774	Dining Facility	526-7972	Occupational Health	526-2939
Allergy Clinic	526-7451	Disease Management	526-7022	Operator	526-7000
American Red Cross	526-7144	EENT Clinic	526-7450	Orthopedic Clinic	526-7440
Appointments		Emergency Room	526-7111	Patient Representative	526-7225
Tricare Appointments	264-5000	Family Practice Clinic	524-4068	Pediatric Clinic	526-7653
24 Hour Toll Free	1-866-874-9378	Ft. Carson Shuttle	526-5579	Pharmacy Services	526-7410
ASAP	526-2862	Gastroenterology Clinic GI	526-7453	Physical Therapy	526-7120
Beauty & Barber Shop	540-0462	General Surgery Clinic	524-4166	Preventive Medicine	526-2939
Behavioral Health	526-7155	Immunizations - Adult	526-7451	PX Concession - Hospital	579-9695
Bereavement Support	524-4314	Immunizations - Pediatrics	526-7860	Radiology - X Ray	526-7300
Cardiology	526-7774	Inspector General (IG Hosp)	526-7473	Refill Pharmacy Toll Free	888-745-6427
Carson Care Clinic	526-7025	Internal Medicine Clinic	526-7160	Refill Pharmacy	524-4081
Chaplain's Office	526-7386	Laboratory	526-7900	Same Day Surgery	526-7164
Chiropractic Clinic	526-7834	Library	526-7710	Social Work Services	526-4585
Correspondence/Release of Medical Information	526-7284	Lost And Found	526-7655	Third Party Collections	526-7700
Coumadin Clinic	526-7389	Mail Room	526-7216	Treasurer	526-7769
Department of Surgery	524-4181	Managed Care Division	526-7628	Tumor Registry	526-7828
Dermatology Clinic	526-7185	Medical Library	526-7560	Urology Clinic	526-7115
		Nuclear Medicine	526-7350	Well Baby Clinic Appts	526-7105
				Wellness Center Bldg 1526	526-3887





**2nd Floor**

Mountain Side - West

Compass: N (North), S (South), E (East), W (West)

**Left Wing:**

- Employees Only
- Employees Only
- ICU
- Carson Care Clinic
- Oral Surgery/ SDS Pre-Admissions
- Main Elevators
- Same Day Surgery (SDS) 2
- Comfort/Grief Room
- Gastroenterology (GI)
- Surgical Waiting Room

**Central Corridor:**

- Managed Care
- Medical Library
- Open Corridor Area
- Medical Management Referral Center
- Stairs Elevator
- Food Cart/ Stairs
- Stairs Elevator

**Right Wing (Admin. Areas):**

- Surgery Clinic
- Derm./ Chiro.
- EENT/ Cardio.
- Admin. Areas
- OB/GYN
- Command
- Medical Management Referral Center
- Stairs Elevator
- Food Cart/ Stairs
- Stairs Elevator
- Employees Only
- Employees Only
- ICU
- Carson Care Clinic
- Oral Surgery/ SDS Pre-Admissions
- Main Elevators
- Same Day Surgery (SDS) 2
- Comfort/Grief Room
- Gastroenterology (GI)
- Surgical Waiting Room

**Bottom Wing (Admin. Areas):**

- Dermatology Surgery Clinics
- Medical Boards Dermatology
- Chiropractic
- Allergy & Adult Immunizations
- Ophthalmology
- Eye Clinic
- Otolaryngology Eye Clinic
- EENT
- Cardiology
- Cardiology
- Urology
- OB/GYN
- OB/GYN
- OB/GYN
- Administrations
- Cochrane Hall
- Lost & Found S2/3 RMD
- CPO

